



# Quotes, Notes & Anecdotes

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## Employee of the Month

### Fortune Earns Accolades for Dedication and Dependability

CARLOS FORTUNE, a Mail Processing Operator I for the Office of Technology, has been selected as the Department of Administration's *Employee of the Month* for September.

A state government employee for more than two years, Fortune sorts and distributes incoming mail from the U.S. Postal Office and operates a variety of postage and mail sorting machines.

"Many times I have asked

Carlos for assistance with our agency's mail; and he always goes above and beyond his duties to make sure the mail is taken care of in a timely manner," said one co-worker. "He should be commended for his dedication to his job and the considerate and professional attitude that he has."

Said another co-worker, "Carlos helps anywhere he is needed and is very dependable. He can brighten your day

and make you laugh when you are down."

In his spare time, Fortune likes to spend time with his children and grandchildren. He also enjoys working on automobiles. He will be joined by his friends and co-workers at a special ceremony presented by Cabinet Secretary Rob Ferguson on Thursday, September 2, at 11:15 a.m. at the Central Mail building at 311 Jefferson Street, Charleston.



**CARLOS FORTUNE**  
September Employee of the Month



## Fire Drills Not an Exercise in Futility

State employees may find a fire drill an unwelcome interruption to their work day, but fire drills serve an important purpose in creating creatures of habit for actual emergencies.

Both state and federal law requires agencies to participate in yearly fire drills. *The West Virginia Code* outlines the need for frequent, unexpected fire drills to familiarize building occupants with emergency escape routes and relocation. The

fire drills emphasize an orderly evacuation rather than speed. However, all occupants of a large building are expected to evacuate within five minutes.

Although fire drills seek to prepare state employees for emergencies, they also play a role in protecting the State from negligence claims if an employee is injured during a fire. The State is re-

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**Fire drills allow state employees to become more familiar with emergency escape routes and relocation areas. Both state and federal law require agencies to participate in annual fire drills.**

## SNEAK PEEK

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**Randall Reid-Smith, commissioner of the West Virginia Division of Culture and History, works with a group of touring students at the West Virginia State Museum. The museum recently marked its first anniversary since reopening following extensive renovations.**

## **Renovated and Rejuvenated West Virginia State Museum Marks First Year Anniversary Benchmark**

The year since the reopening of the West Virginia State Museum in the Culture Center at the State Capitol Campus has found the renewed and renovated facility bustling with activity, awash with visitors and a continuing point of pride for Randall Reid-Smith, commissioner of the West Virginia Division of Culture and History.

“Gov. Manchin gave me a mandate on the museum, to restore and reopen it,” Reid-Smith said. The museum was closed for eight years, from 2000, and rebuilding the facility began in January 2008. The project was one of Reid-Smith’s primary focuses as commissioner. “I am very thrilled to say it has exceeded all of our expectations,” he said.

The museum has grown in popularity since reopening last June. On any given day the facility is open, one is likely to be met by a group of school children

seeing state history up close and personal; out-of-state visitors experiencing the past for a first time; and state residents being reminded of the development and growth of West Virginia.

“I love that you are able to see the generations passing on the great history of West Virginia,” Reid-Smith said. “You can see a three-year-old child be quieted and fascinated by an exhibit, and then you can see an 80-year-old be equally fascinated.”

The museum has continued to grow itself, said Jacqueline Proctor, deputy commissioner of the Division of Culture and History. Among additions are a series of touch screens in the museum’s military room. By touching on the name of a West Virginian who died serving in the military room, you are shown on a map where in West Virginia the soldier was from originally. The image then pulls back to a global view of

the Earth before zooming in to where the person of interest died.

“This is a really wonderful way for people to understand, and children in particular, just how far these individuals traveled in the service of their nation,” Proctor said. “It is a testament to the valor of West Virginians serving in war.”

Cabinet Secretary for the Department of Education and the Arts Kay Goodwin said the museum has become a huge point of pride. “The museum is on the cutting edge of technology and the cutting edge of popularity, and has made all West Virginians very proud,” she said.

But it is the sense of deeply entrenched history that is most remarkable for Reid-Smith. Thousands of ar-

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# General Services Division Benefits from HEAT

The General Services Division has improved customer service through the implementation of HEAT (Helpdesk Expert Automation Tool) Help Desk software. The General Services Division began operating the system through the Office of Technology in August of 2009.

HEAT allows the General Services Division to more efficiently communicate with customers who have made service requests. Before using this software, customers were unsure of the status of their requests. Likewise, the General Services Division had difficulty communicating the status of the project due to multiple employees working on a variety of projects simultaneously.

Many of its staff members received training on how to use the software and improve their communication skills with customers. General Services' Business Manager Sue Chapman says the software has improved the department both internally and externally.

"This [software] is more than just a tool for communication with the customer. It has helped our staff overall feel better about the work that we do and helps us in planning in advance for certain projects. The staff embraced this software, and it streamlined our communication internally."



**Lynn White of the General Services Division uses the Helpdesk Expert Automation Tool to compile information for the agency to track customer satisfaction levels.**

HEAT Software documents a customer's call and request and then automatically generates an e-mail to the customer verifying the problem. The request is then assigned to the appropriate General Services Division employee, who then calls the customer to verify the problem and its location. Another e-mail is sent to the customer with a schedule of maintenance. Once the project is completed, the customer is sent an electronic survey about their satisfaction of the completed project.

HEAT has helped the General Services Division to improve its customer service, which Chapman cites as a top priority under the request of Cabinet Secretary Rob Ferguson. "The customer has more information about their projects. The expectations are much clearer," Chapman adds.

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## Personnel's PLANS Project Moves Forward with Job Content Questionnaires Ready for State Employees to Complete

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The Division of Personnel has begun the pilot phase of the PLANS Project, with Department of Administration employees being the first to submit their Job Content Questionnaires (JCQs). The PLANS Project will update the State's Classification Plan and modernize the Compensation Plan. To implement this project, the Division of Personnel is collaborating with the Hay Group, a global management consulting firm specializing in human resource consulting services.

The key objectives of the PLANS Project are to ensure that the State classification plan accurately organizes and describes the jobs in state gov-

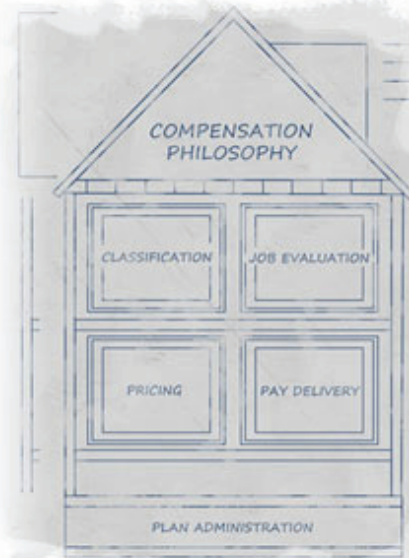
ernment and that its Compensation plan is internally fair and externally competitive.

As a final quality check, the Division of Personnel opened the electronic JCQ process with the Department of Administration, but is expected to fully implement this process to all state agencies beginning in early September. The Division of Personnel will collect this job information from all classified and classified-exempt employees in the Executive Branch of state government to make sure the classification plan is current and accurate.

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## Partnership Between WVU and PEIA Continues in Weight Management Program



The Public Employees Insurance Agency (PEIA) is getting another helping hand through its partnership with West Virginia University's College of Physical Activity and Sport Sciences (CPASS). Researchers for CPASS are overseeing Health Performance Services, a PEIA-funded health behavior counseling unit that will provide telephone consultations to participants in the weight management program.

Two telephone counselors will be available for consultation with program participants. The goal is to increase program participation and retention, said Dr. Christiaan Abildo, the CPASS project coordinator. Abildo co-authored an article on Health Performance Services that was featured in *Preventing Chronic Disease*, the electronic journal for the Center for Disease Control.

About 25 percent of 1,952 program participants from 2004-2008 dropped out during the first three months, and approximately 50 percent of the participants did not complete the first year, Abildso said. Both statistics are comparable to other similar weight loss research trials, he added.

The phone counselors are an added component to on-site fitness and nutrition professionals at various facilities approved by PEIA to offer the program. The number of sites has doubled in two years, from 30 to 60, said Abildso, but there is a shortage of trained, qualified professionals to provide one-on-one, in-person counseling at each site. Entering its third year of the partnership, CPASS' research has helped define better techniques and approaches that will result in long-term improvement.

"During the first two years, we were on the outside looking in. We were conducting research, evaluating program services and results at the facilities implementing the program. That will continue in year

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**Reservations for the West Virginia Training Center, located in Building 7, have increased since the center underwent renovations.**

## Renovated State Training Center Greatly Utilized by State Agencies

Following extensive renovations, the West Virginia Training Center, located in Building 7, has maintained a high level of use, with agencies regularly booking the center's rooms and available dates are disappearing quickly.

"The hard work put into the training center has certainly shown in its usage," said Evie Davis, director of the Division of Personnel's Organization and Human Resources Development office.

The training center was given a massive update earlier this year, with the Division of Personnel, the Office of Technology and the General Services Division working together to renovate the location. Among improvements made was installing new technology throughout the center's

four classroom areas, including 52-inch wall-mounted monitors in the Capitol Room, the center's largest training room; three ceiling projectors in the Heritage Room, each able to project a 60-inch-wide image; new speakers; teleconferencing capabilities in some rooms; and wireless Internet access throughout the center.

Agencies that have utilized the facility include the Department of Education, the Department of Highways, the Purchasing Division and the Public Employees Insurance Agency.

For information about reserving space in the West Virginia State Training Center, please visit: <http://www.personnel.wv.gov/ohrd/Pages/WVSTCReservationRequestForm.aspx>

## MUSEUM

Continued from Page 2

tifacts are housed throughout the museum, and the museum's walking-tour structure allows guests to move at their own pace. "We have looked at it and we calculated that if you walk through the museum, stopping at each exhibit and reading everything, it is a 26-hour experience," he said.

Since its opening, the museum

has opened a gift shop, specializing in West Virginia souvenirs such as T-shirts and refrigerator magnets, and merchandise made in the state, ranging from soap to salsa. The museum is open Tuesday through Saturday, 9 a.m.-5 p.m., and noon-5 p.m. on Sunday. Admission is free to the public.



# State Agency for Surplus Property Turns to Facebook

The West Virginia State Agency for Surplus Property has launched a Facebook page to provide timely information regarding the valuable property available to the public. The page will serve as a new marketing tool for the agency. The page features up-to-date photos of inventory and information on upcoming events such as auctions and sales. It also includes a link to an online map for directions to the Surplus Property warehouse located in Dunbar, WV.

Surplus Property Director Ken Frye said he hopes the Facebook page will advertise the presence of Surplus Property to a greater audience.

"I want more people to know about the great money saving opportunities available through this program. Despite our many efforts to get word out, Surplus Property remains one of state government's best kept secrets," Frye says.

Besides attracting more customers to good deals, Frye is also motivated to reduce the inventory size to decrease agency expenditures. "Surplus has a huge amount of inventory with a limited amount of inventory space," says Frye. "We receive several truck loads of retired items each week. Since the general public can simply walk in and purchase property, it cuts down on the storage and handling costs."

The Facebook page also features a link to GovDeals, an online bidding

site designed specifically for government sales. Surplus Property is one of the many state agencies featured on the website.

As its initial responsibility, Surplus Property assists thousands of eligible organizations by offering usable property at a reasonable cost. Due to the volume of property throughout the program, Surplus Property also seeks to provide

the public with good, quality merchandise at an excellent price. Items for sale often include automobiles, computers and office equipment.

Surplus Property's Facebook page can be viewed by visiting [www.facebook.com](http://www.facebook.com) and searching for "WV Surplus Property" or visiting [www.state.wv.us/admin/purchase/surplus](http://www.state.wv.us/admin/purchase/surplus) and clicking on the Facebook link.

## DRILLS

Continued from Page 1

quired to provide proper and reasonable care, for which fire drills serve as an example. The General Services Division's Health and Safety Section takes a proactive approach to safety and the law to prevent being construed as negligent.

General Services' Safety and Health Co-Coordinator Butch Arthur said repetition is key when training for emergencies. "You have to train over and over. This is how you make things go smoothly in an actual emergency,"



he said.

*The West Virginia Code* requires all occupants of any building on the Capitol campus to exit the building during a fire drill and proceed to the designated relocation place. Failure

to comply with these rules may result in notification to the employee's supervisor. Employees with disabilities or mobility issues are allowed to remain in an "area of refuge," which is most commonly a stairwell preapproved by the Fire Marshal.

"You can never tell when an actual emergency is going to happen, and it is prudent to prepare for emergencies. People place themselves in jeopardy by law when they do not participate in the fire drill," says Charlie Warner, General Services' Safety and Health Co-Coordinator.

Fire drills may come at inopportune times during the work day, but an actual emergency can never be scheduled. Participation in fire drills is crucial for a safe and quick evacuation, and necessary for preventing injuries during an emergency.

## PEIA

Continued from Page 4

three of the contract,” Abildso said. “This is a major service as we fight obesity in the state. We are pleased to work with PEIA and happy to provide such a unique opportunity for students, faculty and staff that the service contract creates.”

PEIA Director Ted Cheatham said the program has benefitted from CPASS research, which has helped PEIA steadily improve the program. PEIA administers various wellness programs for its members, which focus on enhancing quality of life by increasing physical activity. The Weight Management Program continues to grow in popularity throughout the state, and allows members to participate for up to two years.

“We have learned what is most important to our members and what is most important for their health,” Cheatham said. “We have expanded this program by intensifying our services and by encouraging members to participate for at least six months. This has proved to be a key to its success in transforming positive habits for healthy living.”

## PLANS

Continued from Page 3

*Your participation in this information collection part of the project is critical.* The information the state employee provides, which will help ensure that the state Classification Plan is accurate, will be the basis for determining how each position fits within the updated Classification Plan.

For additional information,

Past issues of *Quotes, Notes & Anecdotes* are available at: <http://www.administration.wv.gov/newsletters/Pages/default.aspx>

**Welcome!** ... to the Department of Administration our new employees: **David McCauley** (CPRB); **John Persinger** and **Michael Urban** (General Services); **Amber Harper** (PEIA); **Joey Gore**, **Ronald Kushner** and **Michael Metz** (Office of Technology); **Christy Romeo**, **Bethany Sharp** and **Sharon Vealey** (Personnel); and **Cedric Greene** (Secretary's Office). **Paul Halloran** transferred from PEIA to General Services.

**Best Wishes** ... to our employees who recently resigned from our department: **Dawn Mahan** (CPRB); **William Rainey** (PEIA); **Nancy Baire**, **Shawn Farley**, **Suzanne Lopez**, **Michelle Perry** and **Andrew Zicafoose** (Office of Technology); **Lisa Dalporto** and **Paula Roberts** (Personnel); and **Freda Holcomb** and **Louliza Wills** (Real Estate).

**Learning Management System site upgraded** ... The Learning Management System (LMS) Web site, hosted by the Office of Technology (OT), has been upgraded with a new look and an extensive list of free classes which state employees can now enroll for additional training. For more information, contact the OT Service Desk at 304-558-9966 or send an e-mail to [servicedesk@wv.gov](mailto:servicedesk@wv.gov). To review the site and courses offered, please visit <http://www.onlinelearning.wv.gov>.

**Got News?** ... Let us know! Contact Diane Holley-Brown, editor, at (304) 558-0661 or at [Diane.M.Holley@wv.gov](mailto:Diane.M.Holley@wv.gov) with information to share with the department's employees.

## HAPPY BIRTHDAY ... in September

1 Wanda Casto ..... CHIP	20 Matt Cordie ..... Gen. Svcs.
2 Connie Byrne ..... Finance	Bill McClanahan ..... Technology
3 Ada Kennedy ..... Personnel	21 Stephen Kolar ..... Technology
Aaron Riley ..... Technology	22 Edward Dailey ..... Gen. Svcs.
3 Ricky Howerton ..... Gen. Svcs.	23 Ali Dabiri ..... Technology
4 Kim Huffman ..... Technology	James Huffman ..... Gen. Svcs.
5 Jane Fouty ..... Personnel	Barbara Jarrell ..... Personnel
6 Diane Hudnall ..... Finance	Terry Parsons ..... Gen. Svcs.
7 Randall Arbogast ..... Technology	Teresa Siders ..... Public Defender
8 Kevin Chapman ..... Aviation	Tammy White ..... CPRB
9 Chuck Walker ..... Technology	24 Shawn Carper ..... Finance
10 Barry Baker ..... Gen. Svcs.	Patricia Ebert ..... Technology
Todd McIntyre ..... Technology	James Farmer ..... Purchasing
11 Ted Cheatham ..... PEIA	Amber Harper ..... PEIA
Diana Davis ..... CPRB	Dan Morris ..... CPRB
John Doub ..... CPRB	Daniel Pauley ..... Technology
Sherry Fewell ..... Purchasing	Deidre Rainwater ..... Technology
Scotty Pauley ..... Gen. Svcs.	25 Kevin Kerns ..... CPRB
12 Craig Cotsmire ..... Technology	Thompson Midkiff ..... Aviation
13 Robert Desmond ..... Gen. Svcs.	Albert Tinsley ..... Technology
14 Charles Fish III ..... Technology	27 Helena Templeton ..... Technology
15 Erin Fink ..... Public Defender	28 Stanley Chambers ..... Personnel
16 Mark Smith ..... Technology	Joan Chapman ..... Finance
Kathy Thomas ..... Technology	Cathy Kushner ..... Technology
17 Wesley Moats ..... Technology	29 Thomas Allen ..... Technology
18 Dave Hildreth ..... Real Estate	Jerry Gladwell ..... BRIM
Larry Sutters ..... Technology	30 Barbara Moss ..... CPRB
19 Cathy McClung ..... Technology	Paige Strickland ..... CPRB
20 Tammy Bailey ..... Technology	
Jessica Blankenship ..... PEIA	

# Administrative Notes

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